

Communication and Planning Using Emotional Intelligence

Duration: 1 Day

About the course

This workshop is suitable for all those looking to improve their communication skills and the ability to influence others. It also has an optional session covering staff planning. It uses the principles of Emotional Intelligence (Emotional Quotient or 'EQ') to help delegates to better understand other people and to appreciate their outlook and values.

Learning Objectives

Delegates who attend this course will be better able to:

- Understand themselves better, their goals, intentions, responses and behaviour
- Understand others better, and their feelings
- Learn more about the process of communication
- Gain proficiency in influencing others in a positive way
- Achieve greater awareness of how to interpret messages from others
- Become even more confident as a communicator

Course Content

- We will focus on what communication really means to us and our personal experiences of communication
- We will look at the five 'domains' of EQ
 - knowing your emotions
 - managing your own emotions
 - motivating yourself
 - recognising and understanding other people's emotions
 - managing relationships and the emotions of others
- Empathy and Trust as a platform for effective understanding, communication and relationships
- Exploring perceptions using Johari Window
- Maslow's Hierarchy of Needs and its relevance to EQ
- Communication skills including
 - our choice of words
 - our ability to listen to what is being said to us
 - our ability to respond
 - our interpretation of body language
 - the impact we are having on others
- EQ principles and their role in staff planning, job profiling and recruitment interviewing and selection.